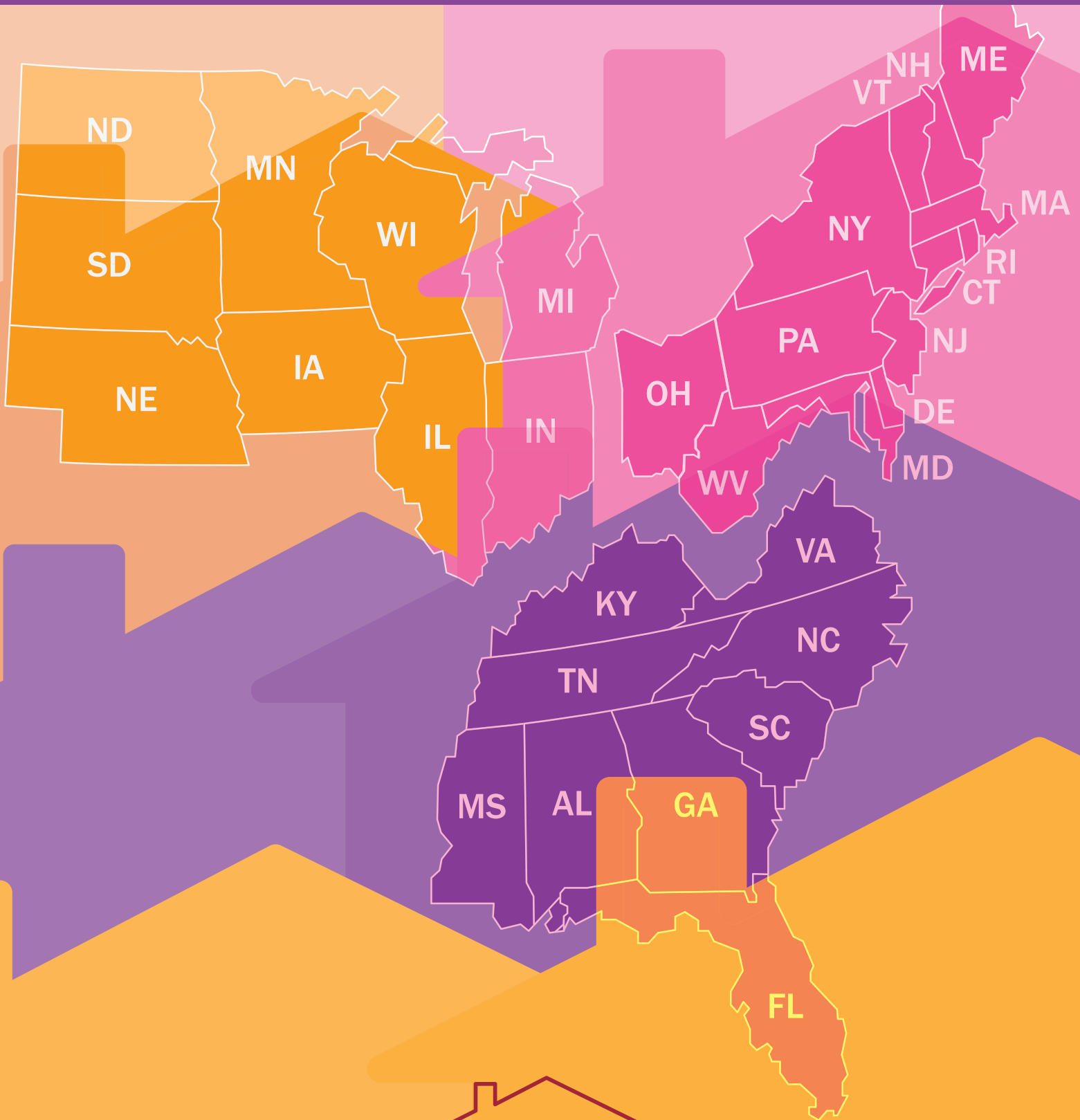


2011 REGIONAL CONFERENCE



National Association of Residential Property Managers

E A S T E R N R E G I O N

NARPM® Eastern Regional Convention
April 13 & 14, 2011

Pre-Convention Schedule

*Wednesday, April 13, 9 AM – 4 PM

Office Operations

Betsy Morgan, MPM® RMP®

*Wednesday, April 13, 9 AM – 4 PM

Risk Management Essentials

Kit Garren, MPM® RMP®

* Thursday, April 14, 9 AM – 4 PM

Risk Management Advance

Vicki Gaskill, MPM® RMP®

*Thursday, April 14, 1:30 PM – 4:30 PM

NARPM® Ethics

Dawn Crawford, MPM® RMP®

*Separate registration and fees are required for designation classes on Wednesday and Thursday

Thursday Convention Schedule

Thursday, April 14, 2011

1:00 PM **Registration Opens**

1:30–5:00 PM **Chapter Leadership Development Training**

Tony Drost, MPM® RMP®; Jayci Grana, MPM® RMP®; and Gail Phillips, CAE, along with several chapter leaders

6:00 PM **Vendor Reception - open to all registrants**

Convention Location:

Sheraton Oceanfront Hotel in Virginia Beach
3501 Atlantic Ave
Virginia Beach, VA 23451
757-425-9000

Use Code: NARPM®

Rooms available on limited basis for \$129 by
3/19/11

NARPM® Eastern Regional Convention
April 15, 2011

Friday Convention Schedule

Friday, April 15, 2011

7:30 AM Continental Breakfast
Registration and Trade Show open

8:15-9:00 **Opening Session – Success is an Inside Job -**
Lee Milteer, National Speaker

9:05-10:20 **Break-Out Sessions 1**

- SEO – Intro to Keywords, Google Ad words
- Paperless Office and Use of Free Technology
- Master Leasing

10:20-10:45 **Visit with Vendors**

10:45-12:00 **Break-Out Sessions 2**

- SEO – Adding relevant content to company website – Integrating keywords into website
- How Owners position their company for Growth
- To Rent or Not to Rent

12:00-1:00 **Lunch**

*President Tony Drost, MPM® RMP®
John Bradford, MPM® RMP®, Southeast RVP
Andrew Propst, MPM® RMP®, NC/NE RVP*

1:05–2:20 **Break-Out Sessions 3**

- Protecting Yourself With Your Management Agreement – Panel discussion
- Social Networking 101 for Property Managers
- How to become more involved in your state legislative process

2:20 – 2:45 **Visit with Vendors**

2:45 – 4:00 **Session 4**

Panel Discussion: Enhancing Revenue in Current Market

4:00 – 4:30 **Visit with Vendors and door prizes**

5:15 **Closing Session: Dare To Be Different: Think Outside the Box – David Tilney**

6:30 PM **Casino Night and Dinner (separate fee)**

Southeast Regional Conference Education

Location: Sheraton Virginia Beach Oceanfront Hotel, 3501 Atlantic Avenue, Virginia Beach, VA 23451
Contact: Lynn Sedlack, RMP®, lynnsedlack@33rdcompany.com or 651-777-5500

SELECT COURSE(S)

- Office Operations | April 13, 2011 | 9 am – 4 pm | Betsy Morgan, MPM® RMP®**
The objectives of this class are to provide an understanding of office structure, learn how to write a policies and procedures manual, learn the importance of implementing effective office systems, as well as ways to set office goals and be prepared for change. This class will prepare an office to qualify for the highest designation NARPM® offers, the Certified Residential Management Company (CRMC®).
- Risk Management Essentials | April 13, 2011 | 9 am – 4 pm | Kit Garren, MPM® RMP®**
The objective of this course is to identify and control the risks associated with residential property management. The key points to cover will be sources of risk, approaches to risk, agency: a relationship of trust, fair housing, and minimizing and controlling risk.
- Tenancy | April 14, 2011 | 9 am – 4 pm | Betsy Morgan, MPM® RMP®**
This course will focus on the knowledge, skills, and operational tools needed to effectively manage tenants in residential properties. The course will examine paperwork, policies, and procedures necessary to develop good tenant relations. It will basically cover the tenant cycle from screening, move-in and move-out, security deposits, record keeping, and much more.
- Risk Management Advanced | April 14, 2011 | 9 am – 4 pm | Vickie Gaskill, MPM® RMP®**
A risk management course for business owners and CEOs that will provide managers and CEOs with advanced tools and theory of risk management. The key points to be covered will be insurance, liability/torts/negligence, company policies and procedures, anti-trust, and preparing for court.
- Ethics | April 14, 2011 | 1:30 pm – 4:30 pm | Dawn Crawford, MPM® RMP®**
Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process. The case study method makes an interesting course. This three-hour course is required by NARPM® for all members every four years.

REGISTRATION

Name _____
Company _____
Address _____
City/ST/Zip _____
Phone _____
Email _____

METHOD OF PAYMENT

Check enclosed for \$ _____ Chk # _____
 Charge my credit card \$ _____
 VISA MC AMEX Discover
Card # _____ Exp Date _____
Name on card _____
Signature _____

| CLASS FEES | 6-Hour Course | | 12-Hour Course | | Ethics |
|--------------------|----------------|---------------|----------------|---------------|--------|
| | Before Mar. 14 | After Mar. 14 | Before Mar. 14 | After Mar. 14 | |
| Member | \$195 | \$250 | \$395 | \$450 | \$45 |
| Non-member | \$295 | \$350 | \$495 | \$550 | \$95 |
| Retake | \$75 | \$150 | \$150 | \$300 | \$45 |
| RMP®/MPM® Designee | \$100 | \$150 | \$200 | \$350 | \$45 |
| Designee Candidate | \$180 | \$250 | \$360 | \$450 | \$45 |

CANCELLATION POLICY

Cancellations must be received in writing. If received by **March 14, 2011**, registrant will receive a full refund less a \$25.00 processing fee. If received **after March 14, 2011**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge.

If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.

FAX or MAIL REGISTRATION FORM TO:

638 Independence Parkway, #100, Chesapeake, VA 23320
P: 800-782-3452 | F: 866-466-2776 | www.narpm.org



National Association of Residential Property Managers

Regional Convention Registration

2011

1 REGISTRATION INFORMATION *(please type or print)*

Name: _____ Name for badge: _____

Company Name: _____ Title: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Check your designation(s): CSSsm RMP[®] MPM[®] CRMC[®]

Designation candidate: CSSsm RMP[®] MPM[®] CRMC[®]

Are you a chapter leader? Yes No If yes, what position? _____

Are you attending Leadership Training? Yes No

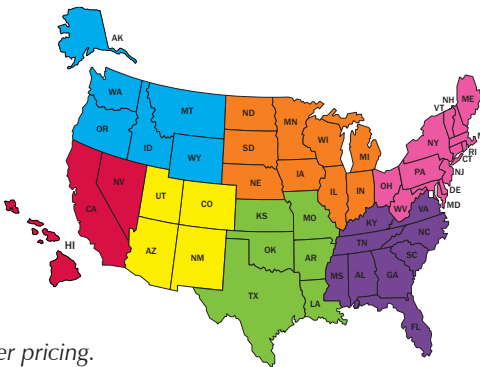
2 SELECT A CONVENTION

Northwest Regional
May 20 & 21
Missoula, MT

Southwest Regional
February 17 & 18
Scottsdale, AZ

South Central Regional
April 29 & 30
Little Rock, AR

Eastern Regional
April 14 & 15
Virginia Beach, VA



3 REGISTRATION FEES

IREM[®] members check here to receive NARPM[®] member pricing.

| | Members | Members | Non-members | Non-members |
|--|--|------------------------------|--|------------------------------|
| | Early Bird Discount 30-Day Postmark | Less Than 30-Day Postmark | Early Bird Discount 30-Day Postmark | Less Than 30-Day Postmark |
| <input type="checkbox"/> Entire Convention | \$100 | \$125 | \$125 | \$150 |
| <input type="checkbox"/> Casino Night | \$ 45 | \$ 45 | \$ 50 | \$ 50 |

Special event ticket information will be e-mailed to all registrants for purchase prior to the event.

4 ARE YOU APPLYING FOR NARPM[®] MEMBERSHIP? Yes No Already a Member

5 TOTAL FEES \$ _____

6 METHOD OF PAYMENT

Check # _____, payable to NARPM[®], enclosed for total fees amount listed above.

Please charge my Visa MasterCard Discover American Express for total amount above.

Card Number: _____ Exp. Date: _____ Security Code: _____

Cardholder Name: _____ Signature: _____

I authorize NARPM[®] to charge my credit card.



National Association of Residential Property Managers

Are you a current NARPM[®] member?

Yes No

Is this your first NARPM[®] event?

Yes No

SPECIAL ASSISTANCE

I will require special assistance

I have special dietary needs

Specify: _____

REGISTRATION DEADLINES

Early Bird registrations **must** be postmarked or faxed by 11:00 pm Eastern Time 30 days prior to the event. Less than 30 days prior to the event, send the higher fee shown. **Do not** send registration to National two weeks prior to the event. Instead, register on-site at the event.

JOIN & REGISTER

Not yet a member? You can become a NARPM[®] member and register for the convention at the reduced member rate. Check "Yes" at the "Are you applying for membership?" option at left and submit the appropriate membership application with this form. Applications can be found online at www.narpm.org/join.

CANCELLATION POLICIES

If this event is cancelled for any reason, the liability of NARPM[®] to the registrant is limited to the return of the registration fee. A necessary rescheduling of the event, as approved by the NARPM[®] Board, does not constitute a cancellation.

Event cancellations must be received in writing. If cancellation is received 30 days prior to the event, there will be a full refund less a \$25 processing fee. If cancellation is received 15-29 days prior to the event, there will be a 50% refund. **There is NO refund if cancellation is 1-14 days prior to the event.**

MONETARY POLICIES

A \$25 processing fee will be charged for re-billing a credit card. A charge of \$25 will apply for all non-sufficient fund checks. Checks not in U.S. funds will be returned. You are not considered a registered attendee until payment has been successfully processed.

EASY WAYS TO REGISTER

MAIL - Send your form with payment to: NARPM[®] National, 638 Independence Parkway, Suite 100, Chesapeake, VA 23320.

FAX - Send your signed form with payment to 866-466-2776. Please do not mail the original.

ONLINE - Visit www.narpm.org and login to the Internet Member Services (IMS) section.